

REDACTED – FOR PUBLIC INSPECTION

REPLY DECLARATION OF ELAINE M. GUERARD,
JULIE A. CANNY, AND MARILYN C. DEVITO

ATTACHMENT 4

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January 18, 2002

By Hand

Henry Ogden, Esq.
Acting Secretary
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102

Re: I/M/O the Consultative Report on the Application of Verizon New
Jersey Inc. for FCC Authorization to Provide InterLATA Service in New
Jersey, Docket No. TO01090541

Dear Acting Secretary Ogden:

Pursuant to the Board's order announced on January 9, 2002,¹ enclosed are revisions to the billing metrics of the Carrier-to-Carrier Guidelines Performance Standards and Reports (the "New Jersey Guidelines"). Consistent with the Board's order, these revisions add to the New Jersey Guidelines the electronic billing metrics that are included in the Pennsylvania Guidelines.

The enclosure includes all of the New Jersey Guidelines billing metrics, with the required revisions shown in redline format. BI-2, Timeliness of Carrier Bill, has been revised to include BI-2-02, Timeliness of Carrier Bill – Electronic Bills – BOS BDT format. BI-3, Billing Accuracy, has been revised to include BI-3-06, % Billing Adjustments – Electronic Bills – BOS BDT format. BI-6, Completeness of Usage Charges, BI-7, Completeness of Fractional Recurring Charges, and BI-8, Non-Recurring Charge Completeness -- which now apply only to CRIS paper bills -- have been revised to apply to carrier bills in both paper and electronic media. These revisions

¹ Transcript of January 9, 2002 Meeting of the New Jersey Board of Public Utilities, Item 4A – Telecommunications, pp. 29-30, 68.

provide the same electronic billing measurements and standards that apply in Pennsylvania.

Also enclosed is a copy of the Verizon New Jersey Incentive Plan for the State of New Jersey, October 2001, Appendix A, page 9, showing the addition of BI-2-02 and BI-3-06, in redline format.

Effective in the February 2002 data month, the revised metrics will be reported in the Carrier-to-Carrier reports, and included in the performance incentive plan adopted by the Board.

Please do not hesitate to contact me if you have questions regarding these revisions.

Very truly yours,

Bruce D. Cohen

cc: TSFT Service List

Billing Performance (BI)

Function:	
BI-1 Timeliness of Daily Usage Feed	
Definition:	
<p>The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as Verizon's.</p> <p>The Verizon usage records on the DUF that will be measured under this metric include, but are not limited to, categories 01-xx-xx (rated usage), 10-xx-xx (unrated usage), and 11-xx-xx (access usage).</p> <p>The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from Verizon to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date Verizon is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by Verizon to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, Verizon will measure only the time to provide the usage data electronically via telecommunications.</p>	
Exclusions:	
<ul style="list-style-type: none"> CLEC Aggregate excludes Verizon Affiliate data. 	
Formula:	
$[(\text{Total usage records in "y" business days}) / (\text{Total usage records on file})] \times 100$ <p>(note: y = 3, 4, 5 or 8)</p>	
Performance Standard:	
<p>Metrics BI-1-01, 03 and 04: No standard.</p> <p>Metric BI-1-02: 95% of DUF in 4 Business Days.¹</p>	
Report Dimensions	
<p>Company:</p> <ul style="list-style-type: none"> CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 	<p>Geography:</p> <ul style="list-style-type: none"> State

¹ This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	% DUF in 3 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	% DUF in 4 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	% DUF in 5 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	% DUF in 8 Business Days	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of CRIS paper carrier bills and CABS paper carrier bills sent to the carrier, unless the carrier requests special treatment , within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges. <u>Performance will be reported by CLEC based upon bill of record.</u>		
Electronic – BOS is an industry billing format standard, commonly referred to as BOS BDT.		
Exclusions:		
<ul style="list-style-type: none"> • A bill whose transmission is delayed at the request of the billed carrier. • CLEC Aggregate excludes Verizon Affiliate data. 		
Formula:		
$[(\text{Number of bills sent within 10 business days}) / (\text{Number of bills sent})] \times 100$		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • State
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill – Paper Bills	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of paper carrier bills sent to CLEC within 10 business days of bill date.	Count of <u>paper</u> Carrier Bills distributed
BI-2-02	Timeliness of Carrier Bill – Electronic Bills – BOS BDT format	
Products	Electronic Carrier Bills	
Calculation	Numerator	Denominator
	Count of electronic carrier bills (BOS BDT format) sent to CLEC within 10 business days of bill date.	Count of electronic Carrier Bills distributed (BOS BDT format)

Function:		
BI – 3 Billing Accuracy		
Definition:		
The percentage of carrier bill Verizon charges (as shown on CRIS paper bill and CABS paper bill) adjusted due to billing errors. <u>Performance will be reported by CLEC based upon bill of record.</u>		
Electronic – BOS is an industry billing format standard, commonly referred to as BOS BDT.		
Exclusions:		
<ul style="list-style-type: none"> Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits. Metric BI-3-03: Charges adjusted due to billing errors resulting from order activity post completion discrepancies. CLEC Aggregate excludes Verizon Affiliate data. 		
Performance Standard:		
Metric BI-3-01: No standard.		
Metric BI-3-03: Parity with Verizon Retail.		
Metric BI-3-06: Parity with VZ Retail (excluding charges adjusted due to billing errors resulting from order activity post completion discrepancies).		
Report Dimensions		
Company: <ul style="list-style-type: none"> Verizon Retail CLEC Aggregate CLEC Specific Verizon Affiliate Aggregate Verizon Affiliate Specific 		Geography: <ul style="list-style-type: none"> State
Sub-Metrics		
BI-3-01	% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-03	% Billing Adjustments – Excluding Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed
BI-3-06	% Billing Adjustments – Electronic Bills – BOS BDT format	
Products	Electronic Carrier Bills	
Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors on the Electronic Bill (BOS BDT format)	Total Dollars Billed on Electronic Bill (BOS BDT format)

Function:		
BI – 4 DUF Accuracy		
Definition:		
<p>Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from Verizon to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p> <p>Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to Verizon that the original usage record did not have complete information content or proper formatting.</p>		
Exclusions:		
<p>For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the usage record.</p> <p>For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to Verizon by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.</p> <p>CLEC Aggregate excludes Verizon Affiliate data.</p>		
Formula:		
<p>Metric BI-4-01: $[(\text{Number of usage records delivered in the reporting period that had complete information content and proper formatting}) / (\text{Total number of usage records delivered in the reporting period})] \times 100$</p> <p>Metric BI-4-02: $[(\text{Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date}) / (\text{Total number of corrected usage records due in the reporting period})] \times 100$</p>		
Performance Standard:		
Metric BI-4-01: 95%		
Metric BI-4-02: No standard.		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		Geography: <ul style="list-style-type: none"> • State
Sub-Metrics		
BI-4-01	% Usage Accuracy	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

BI-4-02	% Corrected Usage Records Delivered On-Time	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Function:		
BI – 5 Accuracy of Mechanized Bill Feed		
Definition:		
<p>This measure captures the accuracy of the mechanized bill feed for CRIS bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting.</p> <p>In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).</p>		
Exclusions:		
<p>Any file with incomplete information content or improper formatting not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the file.</p> <p>CLEC Aggregate excludes Verizon Affiliate data.</p>		
Formula:		
$[(\text{Total number of files delivered in the reporting period that had complete information content and proper formatting}) / (\text{Total number of files delivered in the reporting period})] \times 100$		
Performance Standard:		
95%		
Report Dimensions:		
Company: <ul style="list-style-type: none"> • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		Geography: <ul style="list-style-type: none"> • State
Sub-Metrics		
BI-5-01	% Accuracy of Mechanized Bill Feed	
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

Function:		
BI – 6 Completeness of Usage Charges		
Definition:		
This measure captures the completeness of Verizon usage charges and Verizon usage billing errors that are itemized by date on the CRIS paper Carrier bill ² . It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.		
Exclusions:		
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
CLEC Aggregate excludes Verizon Affiliate data.		
Formula:		
$[(\text{Usage charges shown on the bill that were recorded during the last two billing cycles}) / (\text{Total usage charges shown on the bill})] \times 100$		
Performance Standard:		
Metric BI-6-01: No standard.		
Metric BI-6-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • State
Sub-Metrics		
BI-6-01	% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

² Completeness of Usage Charges is calculated from billing records before bill media is created. Therefore, no difference in performance for Paper or Electronic media.

Function:		
BI – 7 Completeness of Fractional Recurring Charges		
Definition:		
This measure captures the completeness of Verizon fractional recurring charges shown on the CRIS paper Carrier bill ³ . The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill.		
A “fractional recurring charge” is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15 th day of a 30 day bill cycle).		
Exclusions:		
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
CLEC Aggregate excludes Verizon Affiliate data.		
Formula:		
$\left[\frac{\text{Fractional recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total fractional recurring charges shown on the bill}} \right] \times 100$		
Performance Standard:		
Metric BI-7-01: No standard.		
Metric BI-7-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • State
Sub-Metrics		
BI-7-01	% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

³ Completeness of Fractional Recurring Charges is calculated from billing records before bill media is created. Therefore, no difference in performance for Paper or Electronic media.

Function:		
BI – 8 Non-Recurring Charge Completeness		
Definition:		
This measure captures the completeness of Verizon non-recurring charges shown on the CRIS paperCarrier bill ⁴ . The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.		
Exclusions:		
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy.		
CLEC Aggregate excludes Verizon Affiliate data.		
Formula:		
$\left[\frac{\text{Non-recurring charges shown on the bill that accrued in the last two billing cycles}}{\text{Total non-recurring charges shown on the bill}} \right] \times 100$		
Performance Standard:		
Metric BI-8-01: No standard.		
Metric BI-8-02: Parity with Verizon Retail.		
Report Dimensions:		
Company:		Geography:
<ul style="list-style-type: none"> • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific 		<ul style="list-style-type: none"> • State
Sub-Metrics		
BI-8-01	% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

⁴ Completeness of Non-Recurring Charges is calculated from billing records before bill media is created. Therefore, no difference in performance for Paper or Electronic media.

Metric #	Metric	Service	Product	Parity (P) or Benchmark (B)	Per Unit (U) or Per Metric (M)	Standard
DUF Timeliness						
BI-1-02	% DUF in 4 Business Days	DUF		B	M	95
Bill Timeliness						
BI-2-01	Timeliness of Carrier Bill	Bill		B	M	98
BI-2-02	Timeliness of Carrier Bill – Electronic Bills – BOS BDT format	Bill		B	M	98
Bill Accuracy						
BI-3-03	% Billing Adjustments-Includes PCD	Bill		B	M	Parity w/Retail
BI-3-06	% Billing Adjustments – Electronic Bills – BOS BDT format	Bill		B	M	Parity w/Retail
Usage Accuracy						
BI-4-01	% Usage Accuracy	DUF		B	M	95
Accuracy of Mechanized Bill Feed						
BI-5-01	% Accuracy of Mechanized Bill Feed	Bill		B	M	95
Completeness of Usage Charges						
BI-6-02	% Completeness of Usage Charges	Bill		B	M	Parity w/Retail
Completeness of Fractional Recurring Charges						
BI-7-02	% Completeness of Fractional Recurring Charges	Bill		B	M	Parity w/Retail
Non-Recurring Charge Completeness						
BI-8-02	% Completeness of Non-Recurring Charges	Bill		B	M	Parity w/Retail

REPLY DECLARATION OF ELAINE M. GUERARD,
JULIE A. CANNY, AND MARILYN C. DEVITO

ATTACHMENT 5

OR-6-03 – % Accuracy – Local Service Request Confirmation

Standard: Not more than 5% of LSRCs resent due to Verizon error

OR-6-03-2000 Resale Local Service Request Confirmations

August 2001			September 2001			October 2001		
Resent Due to Verizon Error	Total LSRC	Percent	Resent Due to Verizon Error	Total LSRC	Percent	Resent Due to Verizon Error	Total LSRC	Percent
1	459	0.22%	2	365	0.55%	7	260	2.69%

OR-6-03-3000 UNE Local Service Request Confirmations

August 2001			September 2001			October 2001		
Resent Due to Verizon Error	Total LSRC	Percent	Resent Due to Verizon Error	Total LSRC	Percent	Resent Due to Verizon Error	Total LSRC	Percent
17	884	1.92%	9	658	1.37%	9	500	1.80%

REPLY DECLARATION OF ELAINE M. GUERARD,
JULIE A. CANNY, AND MARILYN C. DEVITO

ATTACHMENT 6

January 8, 2002

By Electronic Mail & Hand Delivery

Henry Ogden, Esq.
Acting Secretary
New Jersey Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Re: I/M/O the Consultative Report on the Application of
Verizon New Jersey Inc. for FCC Authorization to
Provide In-Region, InterLATA Service in New Jersey
BPU Docket No. TO01090541

Dear Acting Secretary Ogden:

Verizon New Jersey Inc. ("Verizon NJ") provides this response to the letter of AT&T Communications of NJ, L.P. ("AT&T") dated December 21, 2001, regarding Change Control Notice CCNJ2001-03260-Pro (the "Change Control Notice"). For the reasons stated below, there is no basis for AT&T's assertion that the Change Control Notice is "additional support for AT&T's position that the Board must reject VNJ's request for a favorable consultative report."

Indeed, AT&T misrepresents the substance of the Change Control Notice. In fact, the Change Control Notice advised that, for a single product (2 Wire Digital Services), data for five of six area codes were not included in results reported in certain data months for two submetrics: PR-6-01, % Installation Troubles reported within 30 Days, and PR-6-03, % Installation Troubles reported within 30 Days – FOK/TOK/CPE. AT&T fails to state that this omission was limited to results reported for 2 Wire Digital Services, which is only one of the eleven products for which results are reported for these submetrics.

Enclosed are the results of a special study conducted by Verizon NJ, which belie AT&T's claims that this is a "significant error" that proves the "unreliability" of Verizon NJ's monthly performance reports. The special study shows both the "Reported" and "Corrected" results for 2 Wire Digital Service for PR-6-01 and PR-6-03. The July and August results for PR-6-01, which were originally reported as "misses" for this product,

Henry M. Ogden
January 8, 2002
Page 2

have been corrected to show that Verizon NJ met the applicable performance standard. This is the only change in the met/miss status of results originally reported for this submetric. The Board has not adopted a performance standard for PR-6-03.

As Verizon NJ has repeatedly stated in this proceeding and in the metrics TSFT, implementation of the Guidelines is an iterative process that will never be “final” as long as there are opportunities for improvement. Contrary to AT&T’s assertions, change control notifications do not impugn the accuracy and reliability of Verizon NJ’s performance reports. In fact, they indicate Verizon NJ’s commitment to quality and improvement, and should serve as confirmation to the Board that Verizon NJ is working to ensure the accuracy and reliability of performance reports.

The Change Control Notice therefore provides no basis to reject Verizon NJ’s request for a consultative report that supports its application to provide competitive long distance service in New Jersey.

Please do not hesitate to contact me if you have questions concerning this matter.

Very truly yours,

Bruce D. Cohen

BDC:dmp

Enclosure

cc: Attached Service List (by electronic and US mail)

REPORTED

Actual Perf		Observations		Sampling Error	Z-Score
VZ	CLEC	VZ	CLEC		

CORRECTED

Actual Performance		Observations		Sampling Error	Z-Score
VZ	CLEC	VZ	CLEC		

2 Wire Digital S

Resale

PR-6-01-2341 % Installation Troubles reported within 30 days (Parity with VZ Retail)

Oct	1.77	0.00	1185	12	3.83	0.46	5.49	8.33	1185	12	6.61	-0.43
Sep	3.37	0.00	891	2	1.28		7.30	0.00	891	2	18.41	
Aug	1.64	0.00	1035	21	2.80	0.59	5.99	4.76	1035	21	5.23	0.23
Jul	1.40	0.00	786	5	5.27		7.89	0.00	786	5	12.09	
Jun	1.78	0.00	953	24	2.74	0.65	7.03	0.00	953	24	5.28	1.33
May	1.38	0.00	1088	8	4.14		5.88	12.50	1088	8	8.35	

PR-6-03-2341 % Installation Troubles reported within 30 days FOK/TOK/CPE (No Standard)

Oct	1.86	0.00	1185	12			5.99	8.33	1185	12		
Sep	2.02	0.00	891	2			5.05	0.00	891	2		
Aug	1.64	0.00	1035	21			3.96	4.76	1035	21		
Jul	1.15	0.00	786	5			5.85	20.00	786	5		
Jun	0.52	0.00	953	24			4.41	0.00	953	24		
May	1.19	0.00	1088	8			5.06	0.00	1088	8		

UNE

PR-6-01-2341 % Installation Troubles reported within 30 days (Parity with VZ Retail)

Oct	1.77	12.26	1185	106	1.34	-7.84	5.49	12.26	1185	106	2.31	-2.94
Sep	3.37	5.47	891	201	1.41	-1.49	7.30	5.47	891	201	2.03	0.9
Aug	1.64	5.20	1035	250	0.9	-3.97	5.99	5.20	1035	250	1.67	0.47
Jul	1.40	3.95	786	152	1.04	-2.45	7.89	3.95	786	152	2.39	1.65
Jun	1.78	11.48	953	209	1.01	-9.59	7.03	11.48	953	209	1.95	-2.28
May	1.38	14.33	1088	300	0.76	-17.04	5.88	14.33	1088	300	1.53	-5.51

PR-6-03-3341 % Installation Troubles reported within 30 days FOK/TOK/CPE (No Standard)

Oct	1.86	10.38	1185	106			5.99	10.38	1185	106		
Sep	2.02	20.90	891	201			5.05	20.90	891	201		
Aug	1.64	8.80	1035	250			3.96	8.80	1035	250		
Jul	1.15	6.58	786	152			5.85	6.58	786	152		
Jun	0.52	10.53	953	209			4.41	10.53	953	209		
May	1.19	12.00	1088	300			5.06	12.00	1088	300		

D